

Service Agents' License Study Guide



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Purpose and Objectives

- This study guide will assist you with the service agent examination which you must pass to obtain your service agent license.

The Examination

- Before you start, a brief explanation about the exam.
- The examination will test your knowledge of your legal rights and responsibilities as a service agent when performing your work. It will not ask any questions about diagnosing problems or your ability to repair devices.

What to Expect

- When you take the exam you will be given one of the three sets of questions, A, B, or C.
- This means you may not have the same set of questions as another person taking the exam.
- Each exam consists of a series of 25 multi-choice questions.

How to Pass

- A passing grade is 70 percent or better.
- You will need to answer 18 questions correctly to pass.
- The content of this guide will help you to answer those questions.

References

- The questions for the exams were all developed from the information found in the California Business and Professions Code sections 12500 through 12544 and
- The California Code of Regulations, Title 4, Division 9 Field Reference Manual
 - Chapter 1
 - Introduction
 - Section (1.10)
 - General Code [1.10]
 - Definitions
 - Chapter 4
 - Registered Service Agencies

The Study Guide Starts Here

- There are many words and phrases you will encounter in your work that have specific meanings in law.
- You will need to know the definitions on the following pages as you may be asked the meaning of any one of them.
- If you want to see all the definitions, go to [Definitions.](#)

Definitions



Accurate:

Refers to a device that **meets all tolerances** (performance requirements) but **may not meet the specification requirements**. Compare this to the definition of correct.

Correct:

A device that **meets all of the Tolerance *and* Specifications** established by the Secretary of Food and Agriculture. Also, a device must be type-approved and not be adversely affected by environmental factors, including but not limited to wind, weather and Radio Frequency Interference. Compare this to the definition of accurate.

Analog Device:

Is a system of indications or recordings in which values are presented as a series of graduations in combination with an indicator.

Repair:

Means to provide maintenance, or to install, adjust, recondition, or service a device.

Definitions (Continued)

Non-Retroactive:

Regulations that apply only to devices manufactured after an effective date. Devices already in service are not affected. Sometimes known as the “grandfather clause”.

Retroactive:

Applies to all devices; including those already in service. Applies to devices manufactured both before and after enactment of the requirement.

Placed-In-Service:

Is the permitting of a correct and type-approved device to be used pending re-inspection by a county sealer.

Over-Registration:

Is an indicated value that is **more** than the actual value of the product measured.

Under-Registration:

Is an indicated value that is **less** than the actual value of the product measured..

Definitions (Continued)

Commercial Device:

A device used to determine a weight, measure or count of any commodity being sold or purchased, including a charge for service.

Device:

Any weighing or measuring equipment, contrivance, or instrument used or designed to be used, for determining weight or measure, and includes any tool, appliance, or accessory used in connection therewith, that is used for commercial purposes as defined in subdivision (e) of Section 12500.

Type-Approval:

Applied to a weighing or measuring device. Is a type or design that has been issued a Certificate of Approval by the Department of Food and Agriculture.

Main Graduation:

Is the primary or principal subdivision of a graduated series of graduations.

Service Agency Information

- Although the exam is for service agents you must know the responsibilities of the agency you work for. Some of these responsibilities will be the result of actions you take during your work.

Requirements:

- A **Service Agency** is a person or company that for payment of any kind repairs commercial weighing and measuring devices.
- A **Service Agency** employs a Service Agent.
- A **Service Agency** must have a copy of the California Code of Regulations.
- A **Service Agency's** standards must be certified at least every two years unless there is supporting data extending this period.
- If a County Sealer intends to suspend the registration of a Service Agency, a copy of the proposed action to the Service Agency must be forwarded immediately to the Department of Food and Agriculture.

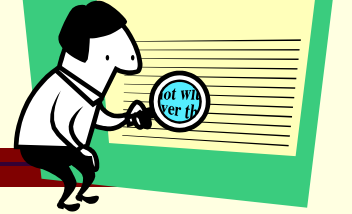
Requirements:

- Each Service Agency/Agent must notify the County Sealer of repairing, adjusting or placing into service of any commercial weighing or measuring device. The notice must be in writing and transmitted within 24 hours.
- A Service Agency/Agent must have available suitable and sufficient standards that are permanently and uniquely identified.
- The metric system and metric devices can be legally used in California.

Service Agent Responsibilities

- As a service agent you have certain legal responsibilities that you must comply with in your work.
- First you must have a service agent license.

Service Agent License



- A Service Agent's License is valid for 5 years.
- A 70% or better is required to pass the Service Agent licensing exam.
- You do not have to be a resident of California to be a Service Agent.
- A **Service Agent** is employed by a Service Agency.

Identifying Your Work

- Whenever you repair a device you must identify your work with an adhesive tag or label. There are specific requirements.

Identification Requirements:

The Service Agent's Identification Adhesive Tag or Label must show five things:

- Name of the Service Agency
- Telephone number of Service Agency
- Registration number of the Service Agency
- License number of the Service Agent
- Date

Location

- The adhesive tag or label must be put in a conspicuous place.

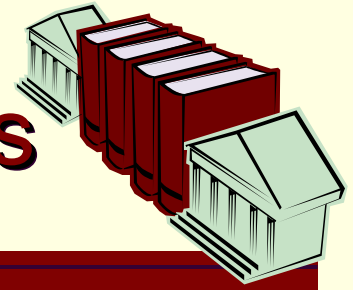
Service Agent Rights/Authority

- It is a misdemeanor for anyone to obliterate or unlawfully remove a county sealer's tag.
- However, registered, licensed Service Agents have the authority to remove a Sealer's "Out of Order" notice (red tag).
- Service Agents have the authority to place a correct and type-approved device "in-service" for commercial use, pending re-inspection by a Weights and Measures official.
- However, only a Weights and Measures Official can **seal** a correct device.

Knowing the Regulations

- As was mentioned earlier, the exam questions come from certain parts of the California Code of Regulations found in the Field Reference Manual.
- Understanding the organization of these regulations will help you in your work.

California Code of Regulations



The California Code of Regulations (Field Reference Manual) Section 4000 is divided into many code sections, one General Code and several Specific Codes:

- **General Code** applies to all devices.
- **Specific Codes** apply only to certain devices:
(e g: scale code, taximeter code).
- If there is a conflict or contradiction between the General Code and a Specific Code, the Specific Code takes precedent.
- Testing procedures are found in the California Code of Regulations.

California Code of Regulations

- Paragraph Designations

- The general code and each specific code are divided into designated paragraphs.
- Similar requirements are grouped together.

California Code of Regulations

- Paragraph Designations

- These groupings are:
 - Application
 - Specifications
 - Notes
 - Tolerances
 - User Requirements

California Code of Regulations

- Paragraph Designations

Application

To determine which code you should use for a particular device you should look at the application section. This section tells you what that specific code applies to. Application sections are used by field inspectors and service agents.

Specifications

- Relate to the design of equipment and are directed primarily at the manufacturer of devices.
- An example would be; **Repeatability** “a device shall be capable of repeating, within applicable tolerances, its indications and recorded representations”.

California Code of Regulations

- Paragraph Designations

Notes:

Here you will find the tests that Weights and Measures officials and Service Agents use in determining if a device is accurate.

Tolerances:

These are the performance requirements used by the official. They are not for agents who must adjust devices as close to zero error as possible.

User Requirements:

These deal with selection, installation, use and maintenance of a device. For instance, part of the installation requirement is that “equipment shall be suitable for the environment in which it is used including but not limited to the effects of wind, weather and RFI (Radio Frequency Interference)”. User requirements apply to the Service Agent and the operator of a device.

Repairing Devices

- When you repair devices and place them back into service there are many requirements you must be aware of and must follow.
- Remember, any violation of these regulations is a misdemeanor.

Repairing Devices:



- A commercial device must be installed in accordance with the manufacturer's instructions.
- The characteristics of the foundations, supports or any other detail of the installation shall not adversely affect the performance of a device.
- For a device to be correct, it must meet accuracy and specification requirements, but also must not allow Radio Frequency Interference (RFI) to cause deflections in the digital indications or the printed representations.
- A device and its associated components that affect the meteorological aspects of a commercial transaction must be type-approved and have a Certificate of Conformance.

Repairing Devices: (Continued)

- Any software added and interfaced to an already “placed-in-service” commercial device, that allows the manipulation of meteorological data, must be type-approved.
- If several devices are placed into service in several counties on the same day, all of the county sealers must be individually notified.
- If several devices were serviced or repaired at the same location then a Service Agent must place his/her adhesive tag or label on **each** device.
- Weighing and measuring elements that are adjustable must be adjusted to correct only those conditions that such elements are designed to control, and must not be adjusted to compensate for defective or abnormal installations, badly worn or defective parts.

Repairing Devices: (Continued)

- If a Service Agent can not repair a “red-tagged” device, the Service Agent must replace the “red-tag” on the device.
- Whenever a commercial weighing or measuring device is adjusted, adjustments must be made so as to bring performance errors as close as practicable to a zero value.
- A device must be correct when placed into service; therefore, a Service Agent should completely test a device (*Notes Section of CCR*), not just fix the problem stated on a county sealer’s “out of order” tag.
- A device must be capable of repeating, within prescribed tolerances, its indications and recorded representations.

Repairing Devices: (Continued)

- Adjustable elements adjustments shall only be used to correct those conditions the elements are designed to control. They shall not be used to compensate for badly worn or defective parts.
- If someone other than a licensed Service Agent (e.g.:Owner), repairs a device that person can not place that device into service.

The Exam

- You have now reviewed the information you will need for the exam.
- On the next page is a sample question to familiarize you with the type of questions you will be asked.

Sample Question

- After repairing a device you must notify the county sealer
 - A. Of your next appointment
 - B. By telephone
 - C. In writing within 24 hours
 - D. In person

Choose A, B, C, or D.

The answer is on the next page.

Answer to Sample Question

- The correct answer is **C**.
- Your placed-in-service notice must be in writing and transmitted to the county sealer within 24 hours.

References

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End of Study Guide

- We hope you found this study guide useful and wish you success with the exam.
- If you have any comments or suggestions about this study guide, please contact us by E-mail at DMS@cdfa.ca.gov.